Abstract

A system for integrating internet based inquiries into a call center operating a traditional voice based automatic call distributor (ACD) is described. The system introduces a skill based router (SBR), which interfaces with the PBX of the voice based path, to route internet based inquiries to available agents. The SBR maintains a look up table which contains information regarding agent status and agents' areas of expertise in order to provide some intelligence in the selection of agents to handle inquiries. A PBX controller instructs the voice based ACD to mark an agent to which an internet based inquiry is being directed as "unavailable" to avoid an agent from receiving both voice and internet calls at the same time.